

TRANSIT SERVICES ADVISORY COMMITTEE
Meeting Summary
Thursday December 14, 2017

PRESENT: Michael Warner, Charlotte
Walter Horstman, Matthews
Chris Maloy, Charlotte6
Joshua Niday, Charlotte
Sherri Thompson, Charlotte
Louis Cosentine, Huntersville
Gregory Hardee, Charlotte
Terry Lansdell, Charlotte
Kalan Pegg, Van Pool
Daniel MacRae, Charlotte
Scott Jernigan, Charlotte

STAFF: Duretta Weicken, Pamela White, Brian Horton, Reggie Arrington, Arlanda Rouse,
Jason Lawrence, Larry Kopf

Meeting Time 4:00-5:30 PM

I. Call to Order and Approval of the November Meeting Summary

Chairman Michael Warner called the meeting to order at 4:00 p.m., the November meeting summary was approved as written.

II. Public Comment on Agenda Items:

No one from the public was present to comment

III. Action Items:

A. February Service Change

Ms. Pamela White CATS Service Planning Manager presented the proposed February service changes asking approval for;

Route 34 – Add a first A.M. trip in early morning to the McCloud center.

65X Express – To discontinue a time point at Monroe Rd and Hwy 51

85X Gastonia - Add Mid-day services when a contract is received.

The committee voted to recommend approval of the changes as written to MTC.

B. TSAC Election

The committee held the annual election of Chairman and Co-Chairman. Nominees were gathered and the committee voted. The election resulted with Mr. Chris Maloy as Chairman and Mr. Terry Lansdell as Co-Chairman for 2018.

IV. Service Issues

Mr. Horstman explained that the 65X has had issues since the Hawthorne Bridge has been out. Times are off with the late bus. Mr. Kopf explained that the 65X bus goes out 3 to 4 times along Providence Road there was a traffic jam because of a lane closure causing it to be late on Monday then on Tuesday it left J.W late as the driver had gone the wrong way. Mr. Arrington explained that extra board drivers are not as familiar with the routes with detours but that CATS is working with them to be sure they understand the routes. Mr. Kopf explained that the extra board routes are assigned a different driver every day. CATS scheduling group are working to oversee the routes with the detours.

Mr. Cosentine stated the CATS App for real time use to work pretty well in Huntersville but now it is not and wondered if there will be a new app for improvement soon. Mr. Kopf explained that the current issues will be a costly endeavor so before CATS goes into the expense they will survey the riders to find out what is most important to them within the app functions. It will be very expensive to upgrade the app and the budget for 2019 is very tight so it may take another year or so before the app is upgraded. Mr. Jernigan asked if there were any grants that could offset the cost of a new app. Mr. Kopf stated he did not know of any grants for real time apps. Mr. MacRae asked why the current app couldn't be fixed. Mr. Kopf stated CATS is working with the vendor about the current app problems but that he did not know why it couldn't be fixed. Mr. Lansdell explained the app problem as that CATS' has to cash out the time to a third party and it takes time to get the information input into the real time app.

Mr. Arrington explained that the Light Rail shut down last week was because of part of the catenary came down along the alignment due to high winds.

Mr. Pegg asked if TSAC will have some report about the new bike-ships that are throughout town. Mr. Lansdell state he thought that will be an upcoming topic to TSAC. There will be some educational campaigns for users of the bikes. Also one can call 311 and report a bike as the company has a responsibility to remove bikes that are an issue. Mr. Kopf explained there are certain spots where the bikes can be parked and that he would contact CDOT to get the rules of where the bikes can be parked. Mr. Lawrence explained some of the rules but suggested CDOT come and talk about the bike program.

Ms. Thompson stated she would like someone to come and explain how to buy tickets with the new mobile pay app. Mr. Lansdell stated that as Mr. Kinard had explained to him that the Mobile pay app had been used as much or more than other CATS app with less negative feedback this past quarter. Ms. Thompson stated that people need to be able to use the app when they are on the bus.

Mr. Maloy stated there had been some inconsistencies with the 48 where the route had been changed and operators were not adhering to the new route and 336-ride did not know about the change so they were giving out wrong information. Mr. Maloy suggested a connectivity of information between the public and the actual change information for all changes.

V. Chairman's Report

Mr. Warner stated the MTC had met on December 15 and there was an update on the BLE. Jason Lawrence gave an update the Silver, West and Red Corridors public meetings.

VI. Manager of Operation Report

Mr. Kopf stated the Committee would be getting budget info in the next few months. Also there was a Rally for the route 204 by a woman who wants Sunday service at LaSalle. This is street is in Northwest corridor along the BLE. CATS has found there are not a lot of riders along this line on Saturdays so CATS will keep watching to see if there is an increase in ridership and a Sunday service is needed.

Mr. Maloy asked how someone should request service in an area. Mr. Kopf stated some people go to Council and some call 311, CATS treats all requests equally from either source.

Mr. Cosentine with the budget being tight for next year, do you expect ridership to be about the same as when the first line opened. Mr. Kopf stated projections are that ridership will double on the rail once BLE opens. Mr. Kopf stated the projection is that bus ridership will decrease as the Rail ridership increases.

Mr. Pegg asked will the ridership decline because of the university shuttles. Mr. Kopf stated right now it we show a loss in ridership since we had the shuttles in 2017 compared to 2018 and not having the shuttles but next year we will be comparing 2018 and 2019 where we don't have any shuttles either year.

Also there will be a free Webinar next week about ridership declines which is a widespread decline in many Cities and CATS' is trying to understand why

there are declines. If anyone on the committee is interested in this webinar Mr. Kopf will get the information to them.

Mr. Warner then thanked CATS' staff for their help throughout the year as he steps down from being Chairman.

The meeting adjourned and the Holiday gathering began.

Next TSAC MEETING: THURSDAY JANUARY 11, 2018